

Administrative Assistant – Arrivals and Departure Coordinator

Basic Function of Position

The Arrivals and Departures Coordinator (ADC) is a subject matter expert on Permanent Change of Station (PCS) logistics and regulations and the primary point of contact for all new arrivals at post. S/he maintains a comprehensive locally developed database that includes all new arrival information for all new personnel at post. The ADC owns the check-in process and provides all in-processing for newcomers in a one-stop shop that covers all management topics with very limited exceptions. Likewise, the ADC is the owner of the check-out process and assists all departing personnel with every aspect of their departure, ensuring compliance with post check-out procedures and providing guidance on complex topics like vehicle sales, pet shipments and more. The ADC will develop and own the content of the onboarding site for Brasilia. The ADC maintains multiple key information resources for new officers and local employees at post, including question banks, post blogs, dedicated email boxes and multiple publications for new hires and new arrivals. The ADC also writes, edits and prepares the welcome books for newcomers to post.

Major Duties and Responsibilities

% of time

Knowledge Manager

30%

The incumbent will be responsible for responding to the vast majority of queries regarding arrivals and departures. Answers must be drawn from post policies, Department regulations, recent cable guidance, and experience. The types of questions will vary significantly but may include everything from pet shipments and schools to vaccinations of humans and internet service. Most questions should be managed by the incumbent without the need to appeal to other sections. To this end, the ADC will maintain multiple sources of information to assist newcomers. This may include question banks, FAQ publications, community blogs and printed publications. For example, the incumbent will be responsible for the drafting, maintenance and design of all newcomer publications printed at post (welcome materials). The ADC will also monitor and will be primarily responsible for responding to questions that come into the Customer Service Center shared emails box that have to do with arrivals or departures, and will be a key contributor to community blogs hosted by CLO. The ADC will also have control over the information published on the onboarding site for Brasilia, managing content and updates, working through the Information Systems Office when necessary. Information maintained by the ADC must be well organized, up to date, factually correct and easily accessible.

Newcomer Support

30%

The ADC will provide active support to newcomers, including providing detailed briefings on a regular basis for newly-arrived USDH and family members on common questions. This will inevitably touch on multiple areas including HR, Allowances, Time & Attendance, Housing, and many others. The ADC will provide process maps, information and explanations for these procedures and offer to connect employees with additional resources when necessary. The ADC will provide a one-stop check-in required for new arrivals, coordinating in one sitting explanations on allowances, accreditation, mobile device use and issuance, and other similar topics. Prior to the arrival of a newcomer, the ADC will have coordinated delivery of mailbox keys, business cards, mobile devices, as well as coordinated requests for OpenNet transfers and logons. The ADC will also schedule necessary briefings for newcomers – including RSO, Health Unit and CLO, as well as courtesy calls with senior management such as the Ambassador and/or DCM.

Arrivals and Departures Data management

30%

The ADC will be responsible for coordinating all necessary information for new arrivals, either through an onboarding application or through general administrative processing. The incumbent will have oversight of all newcomer information, including dates, names, EFMs, and other PII information and documents. The incumbent will prepare all documentation necessary for onboarding, from this source, including accreditation forms, property responsibility forms, school enrollments, travel vouchers and allowances applications, for all newcomers. The incumbent must ensure that information is current, that new and departing officers are providing information as required, and that the information is distributed to as small a circle of people as is necessary to accomplish the check-in and check-out processes. The incumbent will be responsible for maintaining the information, but also for innovating the gathering and processing of this information and the forms.

Miscellaneous duties

10%

The ADC must be flexible in meeting the demands of clients and in connecting them to appropriate resources. This may include being prepared to answer questions well outside their core responsibilities but within the scope of the CSC. This may also include overall supervision of the section in the absence of the director.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."